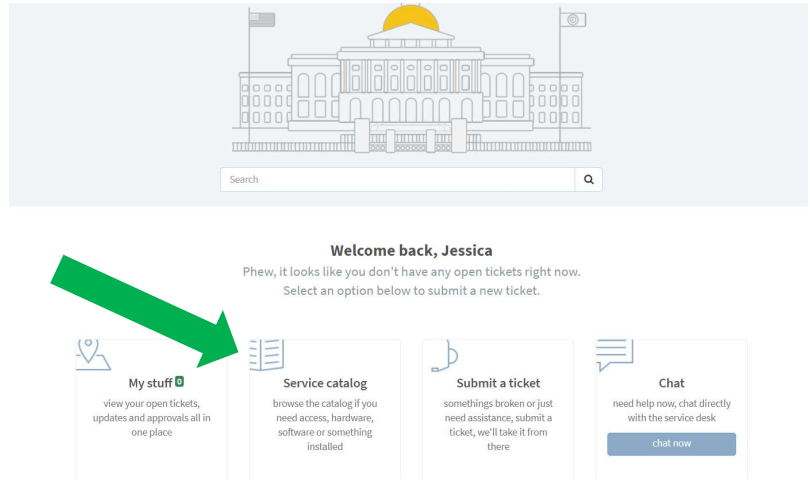# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY
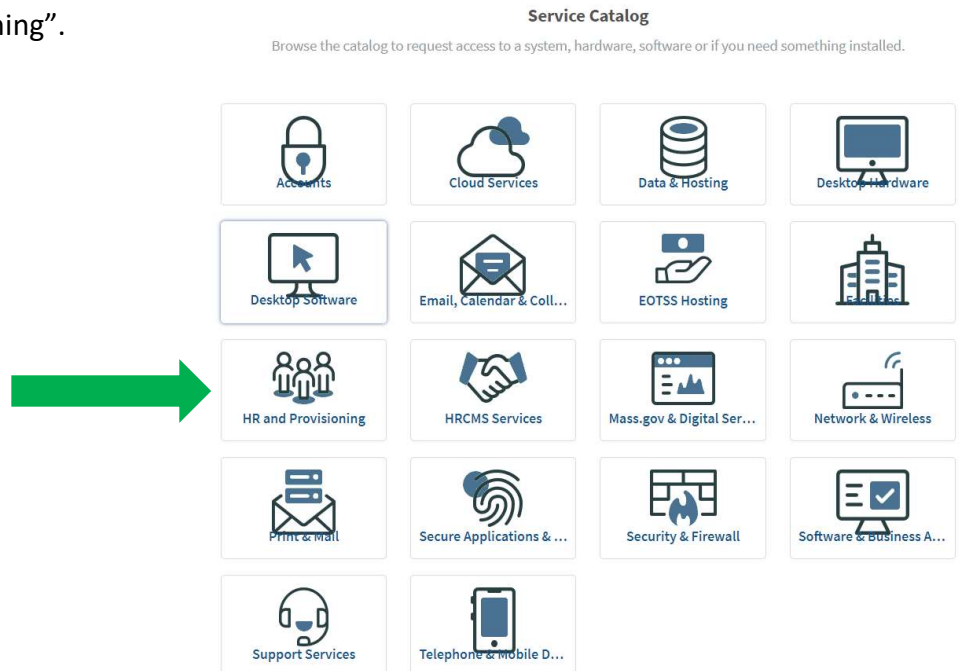
COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

Request to Provision a New End User
ServiceNow Request Instructions

Step 1: Sign into ServiceNow and click "Service Catalog".

Step 2: Click "HR and Provisioning".

Step 3: Select "User Provisioning Request" from the list.

Step 4: The following screen will appear. *Please note that you may only request to provision one user per Request*.